SYSTEMS

Responsibilities

System Administrator
- Maintain hardware documentation
- Monitor performance of hardware components
- Arrange for repair in the event of hardware failure
- Monitor, log and report file system errors
- Monitor system resource usage
- Implement backup and recovery routines
- Implement contingency procedures
- Maintain user accounts
- Plan for future system growth and enhancements
- Ensure Geac, Hewlett Packard, and Corporate Office support organizations follow through on issues
- Implement and monitor preventive maintenance for software and hardware
- Identify what support organization is to be called for different issues (This is an easy one! Just call Geac Customer Support).
- Serve as the on-site expert (It's a dirty job, but somebody's got to do it!)

Geac Support Organization
- Support the UNIX and Informix software as per contract
- Maintain, upgrade, and support the UX application

Note: Geac Customer Support supports all facets of the UX system, including HP-UX and Informix. If software support is needed from either HP or Informix, Customer Support places the call and work with the representative. If the situation is Informix related and it requires Informix to dial into the system for diagnostic work, Geac Customer Support MUST have a signed Software Agreement from the property on file with Informix, before they dial in. When unsure if the property has complied, contact Geac Customer Support. It is recommended to always have a signed Agreement on file with Customer Support.

Hardware Service Providers (Hewlett-Packard, Geac Field Service)
- Respond to calls for hardware repair
- Conduct preventive maintenance as per contract

Support Organizations

US Army Community & Family Support Center
Army Lodging (USACFSC)
The Summit Center
4700 King Street
Alexandria, VA 22302-4401
Fax: 703-681-7246

Name	Title	Phone Number	e-mail address
Jan Morgan	Program Manager	703-681-5370	morganj@hoffman-cfsc.army.mil
Patricia Crabbe	Project Coordinator	703-681-1429	crabbep@hoffman-cfsc.army.mil
Debbie Martin	Sr. Contracting Officer	703-681-5297	Debbie.Martin@hoffman-cfsc.army.mil
LTC Jarvis Newsome	Dir. Army Lodging	703-681-5368	newsomej@hoffman-cfsc.army.mil
Richard Knutson	Tech Support	703-681-3816	knutsonr@hoffman-cfsc.army.mil

Geac Computers, Inc.
15621 Red Hill Avenue
Suite 100
Tustin, CA 92780
Main Phone: 714-258-5800
Fax: 714-258-5880

24 Hour Customer Support

Toll Free Number	(800) 434-9990
Commercial Number	(714) 258-5888
Fax	(714) 258-5880

The Geac Government Installation Contacts:

Name	Title	Phone Number	e-mail address
Toni Spezaferro	Group Leader – Training & Installations	714-258-5833	t.spezaferro@geac.com
Stephanie Heller	Manager Professional Services	714-258-5832	s.heller@geac.com
David Younker	Sr. Contract Administrator	714-258-5840	d.younker@geac.com

Hewlett-Packard Hardware Support

North America	(800) 633 3600

Systems

Call Tracking System
Customer support is available 24 hours a day, 7 days a week out of our Tustin, California office.

How to place a call with customer support:
1. Write down the full details about the issue such as:
    - The terminal log-in that the error occurred on
    - The date and time the error occurred on
    - How the issue is affecting the system, i.e. showing inaccurate data, etc.
    - Examples for the agent to look. Record the customer number, A/R number, etc.
    - How many times the same error has occurred
    - Any consistencies noticed in relation to the error such as keystrokes, time of day, particular screens, etc.
    - If are making a return call, be sure to have the log number available.
2. Call Geac customer support at one of the following numbers:
    - 1-800-434-9990
    - 714-258-5888
3. When calling the Geac customer support, an actual customer support agent answers the call. During times when there is an influx of calls, the call is first answered by the in-house phone system. During this time the caller is prompted to press a particular number if the system is down. DO NOT select this option unless the system is really down. Being "down" means that the entire system has ceased to function. No terminals or PC's are working at all. When choosing this option and the system is not actually down, the agent places the call back into queue – at the end of the line (bummer!).
4. In order to assist the users in a faster way, the customer support agent first tries to gather as much information as possible regarding the issue. Therefore, the more details given, the better Geac is able to assist.
5. Once the agent has recorded the call, he/she provides a log number. This number is from the call tracking system in customer support. When calling back into customer support to check on the status of a call, the log number is requested.
6. The agent tries to resolve the issue while on the phone. If they are not able to they pass it on to a specialist. Since calls are handled on a priority basis, sometimes a specialist is not immediately available. If this is the case, the caller is notified that an agent should call back.
7. Be sure to record the details of the call along with the log number given by the agent.

Hints and tips
- One person should be designated (like the System Administrator) or a few individuals (such as managers, supervisors and/or key operators) to be in charge of deciding when an issue warrants calling customer support.
- A book should be kept in which all calls into Customer Support and the results or status of each call are noted. Attached is a sample call log sheet to start a logbook.
- Keep information such as copies of support agreements with Geac, Informix, and HP, hardware contacts and software contacts with all vendors, warranty information, shutdown procedures, perhaps even this handout in a place where they can be accessed.
- The call tracking system in Customer Support can generated reports that show call log statuses and property call volume. If such reports are wanted for the site, call customer support and let them know.

Systems

Sample Call Log Sheet

Date/Time Occurred:	Date/Time Reported:	To Whom:	
Problem:			**Log #**
Action:		**Date/Time Responded**	**By Whom**
Resolution/Remarks		**Date/Time Resolved**	**By Whom**

Date/Time Occurred:	Date/Time Reported:	To Whom:	
Problem:			**Log #**
Action:		**Date/Time Responded**	**By Whom**
Resolution/Remarks		**Date/Time Resolved**	**By Whom**

Date/Time Occurred:	Date/Time Reported:	To Whom:	
Problem:			**Log #**
Action:		**Date/Time Responded**	**By Whom**
Resolution/Remarks		**Date/Time Resolved**	**By Whom**

Date/Time Occurred:	Date/Time Reported:	To Whom:	
Problem:			**Log #**
Action:		**Date/Time Responded**	**By Whom**
Resolution/Remarks		**Date/Time Resolved**	**By Whom**

Understanding Co-Dependants

The following is a list of co-dependent areas of the UX system. When entering, modifying or deleting data in one screen be sure to verify the entries in other areas. Any time any changes are made in the database, check the '*Night Audit*' setup (*smaint*) for any reports or processes that may also need to be modified to deal with the changes.

Transaction Codes:	When adding, modifying, or deleting any Transaction codes be sure to verify all noted screens.
tranrev	Transaction Revenue Code, check associated +/- adjustments
ghpara	Guest History parameters, revenue section i.e.: food revenue, beverage revenue, other revenue
tapara	Travel Agent parameters, revenue section, commission accounts section.
cftpara	Commercial Firm Tracking parameters, revenue section.
pkgcat	Package Categories, Package Departments
ratesch	Rate Schedule Maintenance - Packages Only - Package Data and Package Pickup
coupon	Settle Coupon Maintenance
spc	Special Services, automatic postings only
fpcodes	Fast Post Codes
pickup	Billable Charge Pickup Patterns, this should also be done for any groups already created using these templates
clubrev	Club Data Maintenance, for all clubs
vatscr	VAT/GST Maintenance Screen, Overseas Properties Only
menuintf	All *posting* interfaces, CAS-POS-GVS-FOBO
billmast	Master Billing Parameters
Package Categories	When modifying an existing category it does **NOT** change an existing package. Each package must be updated individually. Remember, a package cannot be modified when an in-house guests or expected arrivals for today exist on the package
Market Segments	If the following screen is not updated and *Night Audit* is run, there is **NO** way to regain the missing data.
marketor	Market Segment Report Order Definition
ratesch	Rate Schedule, - *market segment field*

Source Codes	If the following screen is not updated and *Night Audit* is run, there is **NO** way to regain the missing data
sourceor	Source Code Report Order Definition
Region Codes	If the following screen is not updated and *Night Audit* is run, there is **NO** way to regain the missing data
regionor	Region Report Order Definition
Miscellaneous Stat 1 Codes	If the following screen is not updated and *Night Audit* is run, there is **NO** way to regain the missing data.
stat1or	Statistics 1 Report Order Definition
Codes File - Clubs (clubs)	When adding or deleting a Club in Codes File, be sure to update the following screens:
clubrev	Club Data Maintenance, add revenue codes
Codes File - Guarantee Codes (gtdstatus)	When adding or deleting a Guarantee Code in Codes File, be sure to update the following screens:
hotopt	Hotel Options, Guarantee Codes
Codes File - Secondary Address (secondaddr)	When adding or deleting a Secondary Address code in Codes File, be sure to update the following screens:
hotopt	Hotel Options, Copy and Copy All Secondary Addresses
Codes File - Comment Codes (commentcd)	When adding or deleting a Comment Type Code in Codes File, be sure to update the following screens:
hotopt	Hotel Options, Copy and Copy All Comment Codes
Codes File - Housekeeping Stations (hkstation)	When adding or deleting a Housekeeping Station in Codes File, be sure to update the following screens:
rooms	Rooms Maintenance. Make sure the appropriate rooms point to the correct station.
Codes File - Meal Periods (mealperiod)	When adding or deleting a Meal Period Code in Codes File, be sure to update the following screens:
pkgcat	Package Categories, Allowance Meal Periods
pickup	Billable Charge Pickup Patterns, this should also be done for any groups already created using these templates.
Billable Charges Pickup	When modifying any template **ALL** group masters that have used this pattern must be updated for the change to take effect.
Currency Exchange Rates	To start accepting a new foreign currency, the country code must be set up in Codes File first. (country)
Settlements	To add a new settlement type, the settlement in the department (98) and sub-department in Transaction Codes must be set up first.

Terminal Setups

Setup for the Wyse 370
Access the screen by pressing the SETUP key in the right corner. Use the arrow keys to move to different options. Use the spacebar to change options. Use the Shift Up Arrow to exit options.

Screen

Width change clear	On
Screen columns	80
Screen data lines	24
Page columns	161
Page lines	24/25
Page line multiplier	1
Number of pages	1
Number of sessions	1
Sessions display, split	1, Full
Power-on tab stops	Off
Tab stops	(blank)

Display

Screen Saver	15 min
Screen saver mode	Blank
Reverse screen	Off
Scroll speed	Jump
Top status line	Blank
Host message	On
Screen resolution	16 x 16
Display functions	Space Bar
Page edit	Line
Autowrap	Off
Autopage	Off
Page coupling	On
Horizontal windowing	Off
Horizontal panning	On
Horizontal panning count	1
Vertical autoscroll	Off
Vertical panning	On
Cursor display	Space bar
Enable	On
Blink	On
Style	Block
Cursor color	Red

Modes

Feature lock	Off
Controls mode	Interrupt
Received CR	CR
Received LF	LF
Transmit mode	7-bit
Transfer/Print/Send	Space Bar
Print mode	Normal
Print extent	Page
Print characters	All
Print terminator	None
Printer receive	Off
Send characters	All
Send extent	Page
Send terminator	None
Sent termination	Cursor
Terminal ID	VT320
Answerback message	Space bar
Answerback message =	
Answerback conceal	Off
Auto answerback	Off
Bell Settings	Space bar
Warning bell	On
Bell tone	600Hz
Bell volume	Low
Margin bell	Off
Personality	Space bar
VT320/VT220	(highlighted)

Attribute

Setup menu color	Blue
Foreground color	Amber
Background color	12 spaces from left
Normal colors	Space bar
Foreground	4 spaces from left
Background	12 spaces from left
Bold colors	Space bar
Foreground	4 spaces from left
Background	12 spaces from left
Dim colors	Space bar
Foreground	4 spaces from left
Background	12 spaces from left
Border color	19 spaces from left
Normal attributes	
Bold attributes	
Dim attributes	

Port

Communications mode	Full DPX
On-line/local	On-line
Trace	CR
Port A settings	Space bar
Transmit baud rate	9600
Receive baud rate	RCV=XMIT
Data/stop/parity bits	7/1/Even
Receive handshake	Xon/Xoff
Transmit handshake	None
Transmit limit	None
Break	250 MS
Interface	RS-232C
Modem control	ASCII
Disconnect delay	Off
Port B settings	(Ignore)
Communication cartridge	(Blank)
Sessions resources	space bar

	PrtA	PrtB	Buf1	Buf2
Session1	Host	Prnt	Actv	
Session2				Actv

Keyboard

Key autorepeat	On
Keyclick	Off
Keyboard language	US
National mode	Off
Character set	Multinatl
Corner key	Compose
Key definitions lock	Off
Key functions	Space bar
Caps lock	Caps
Delete key	Del/can
Enter	CR
Return	CR
ANSI keyboard ,,...	
ANSI keyboard <>	
ANSI keyboard ` ~	
Key modes	Space bar
Key legend	Data
Cursor key	Normal
Numeric keypad	Normal
User-defined keys	(Blank)

'E' to Exit Screen
     Down arrow to exit setup and save
     Space bar to execute, answer 'Y' to "are you sure?"

Setup for the Wyse 150 and 325

Access the screen by holding down the SHIFT key while pressing the SETUP or Select key. Use the function keys to access the various screens

F1

Columns	80
Lines	24
Page	1*Lines
Cursor	Blink Block
Display	Dark
Autopage	Off
Screen Saver	On
Character Cell	10 x 16
80/132 Clear	Off

F2

Personality	VT 100
Scroll	Jump
Receive CR	CR
Enhance	On
Auto Scroll	On
Monitor	Off
Status Line	Off
Wrap EOL	Off
Recognize	Off

F3

Keyclick	Off
Keylock	Caps
Language	English
Repeat	On
Margin Bell	Off
Corner Key	Compose
Keycode	ASCII
Bell Volume	1

F4

Baud Rate	19200
Receive Handshake	None
Communications	Full DPX
Data/Parity	7/even
Rcv Handshake Level	192
Transmit Limit	None
Stop Bits	1
Transmit Handshake	None
Host Port	Serial 1

F5

Wrpt Intensity	Dim
Block End	US/CR
Printer Attached	On
Wrpt Reverse	Off
Attribute	Char
Nulls Suppress	On
Wprt Underline	Off
Multiple Page	On

F6

Character Set	Multinational
Cursor Keys	Normal
Feature Lock	Off
Character Mode	National
Keypad	Numeric
FKey Lock	Off
ANSI ID	VT 100
Del	Del/Can
Newline	Off

F7

Print	ASCII
Send	All
Xfer Term	EDS
Print Area	Screen
Send Area	Screen
Auto Answerback	Off
Print Term	None
Send Term	None
Keys	Typewriter

F11

Baud Rate	9600
Printer	Parallel
Data/Parity	8/None
Stop bits	1

Pinouts For Terminals

Remember, the Mux Connector (DB25) is pinned as:

Wire Color	Pinout
Green (5th wire)	2
Black (3rd wire)	3
Yellow (6th wire)	7

Terminal – D Series HP connected to the mux

Connector to use: **RJ-45 to DB-25 male**

Wire Color	Pinout
Black (3rd wire)	2
Green (5th wire)	3
Yellow (6th wire)	7
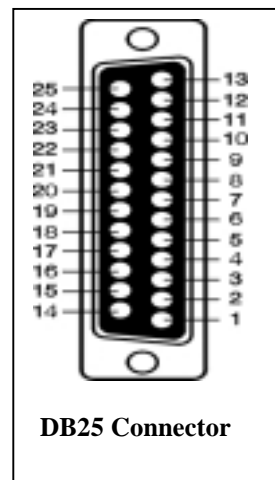
Terminal - D Series HP on a DTC

Connector to use: **RJ-45 to DB-25 male**

Wire Color	Pinout
Blue (1st wire)	2
Black (3rd wire)	3
Yellow (6th wire)	7

Terminal – K Series HP connected to the mux

Connector to use: **RJ-45 to DB-25 male**

Wire Color	Pinout
Green (5th wire)	2
Red (4th wire)	3
Black (3rd wire)	7
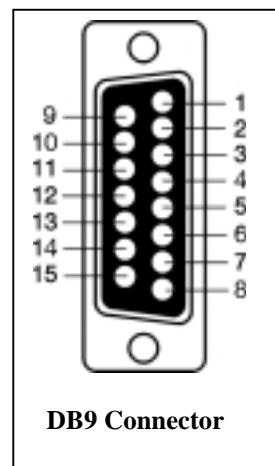
PC - connected to the mux

Connector to use: **RJ-45 to DB-9 male**

Wire Color	Pinout
Green (5th wire)	2
Black (3rd wire)	3
Yellow (6th wire)	5

DB25 Connector

DB9 Connector

<u>**PC – on a DTC**</u>

Connector to use: **RJ-45 to DB-9 male**

Wire Color	Pinout
Black (3rd wire)	2
Blue (1st wire)	3
Yellow (6th wire)	5

Killing A Terminal

There are several things to check before killing a terminal.
1. Press [Ctrl]+q. Sometimes a terminal is in a scroll lock mode. This releases the lock.
2. Try the [Navigator], [File], [Clear] sequence
3. Try the [Close Window] key.
4. If the screen is blank, try a 'Y' or 'N' or '1'. The terminal may have had a power spike and that caused it to go blank. But the application is still running and it may only be looking for an answer to a prompt. The Y or N or a number may get an error message, use whatever keystrokes are necessary to clear and exit the application.
5. If all else fails, kill the terminal. A special login has been created for this purpose by the Geac trainer. To use the login, follow the directions below:
   - From another terminal, log in as "kill".
   - Type the password.
   - Type the name of the terminal to be killed.

Steps To Installing Card Swipes

Install The Credit Card Reader

1. Verify that all of the required parts:
   - Swipe unit
   - Power adapter cord
   - Communication "Y" cable
   - Velcro "sticky tabs"
2. Connect the hardware (See illustration below):
   - Plug the power cord adapter into the swipe unit.
   - Plug the 9-pin connector on the Y cable into the 9-pin connector on the swipe unit.
   - Turn off the terminal (be sure that it is logged off first).
   - Pull the terminal away from the wall and disconnect the 25-pin connector from the back.
   - Now plug that 25-pin connector (the one just unplugged from the terminal) into the female 25-pin connector on the Y cable.
   - Plug the remaining male 25-pin connector on the Y cable into the terminal (in the same port from where the original connector was disconnected).
   - Plug the power cord adapter into a power outlet. The green light on the card swipe should now be lit.
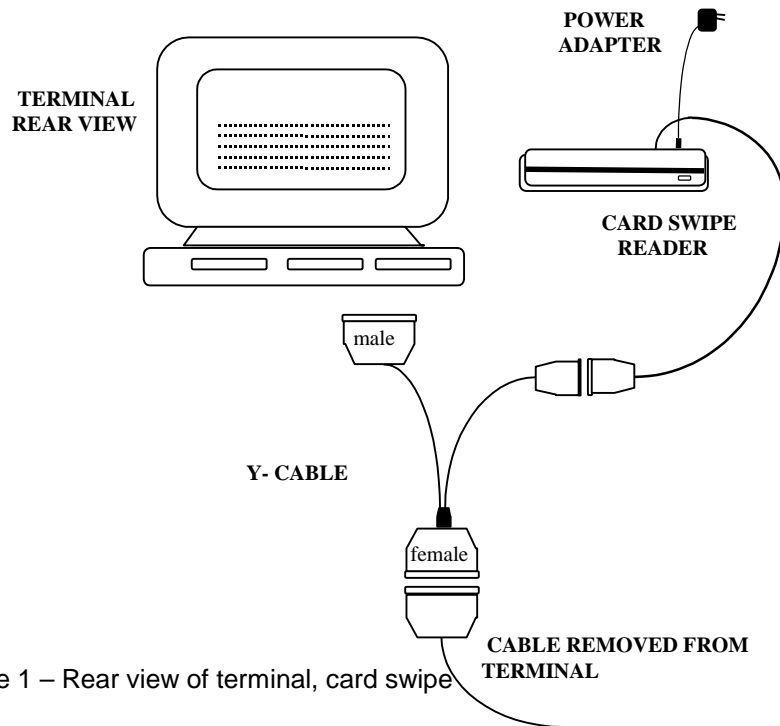
Figure 1 – Rear view of terminal, card swipe

**TERMINAL
REAR VIEW**

**POWER
ADAPTER**

**CARD SWIPE
READER**

male

Y- CABLE

female

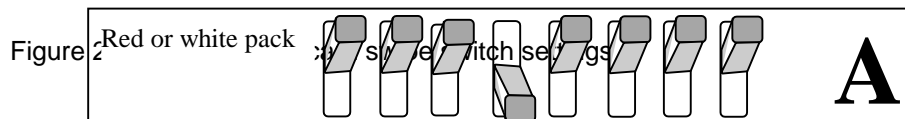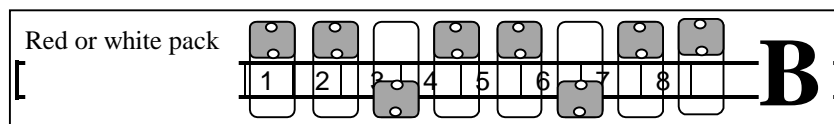**CABLE REMOVED FROM
TERMINAL**

Set The Dip Switch Packs

There are two switch packs (A and B) on the back of the swipe unit. These settings
control terminal signals and operating modes such as buffering, parity and baud rate.

1.   Unplug the power adapter from the swipe unit
2.   Turn the swipe over so the packs are turned upright with pack B on the top.
3.   Using a ball point pen or some other small blunt object, flip the switches as noted in
figure 2.
4.   Plug the power adapter back into the swipe unit.
   Note: For a connection through a DTC, Switch 4 & 5 on pack A should be ↑↓ **.**

Switch pack B	1	2	3	4	5	6	7	8	

Red or white pack

1 2 3 4 5 6 7 8

B

Figure 2   Red or white pack   example switch settings
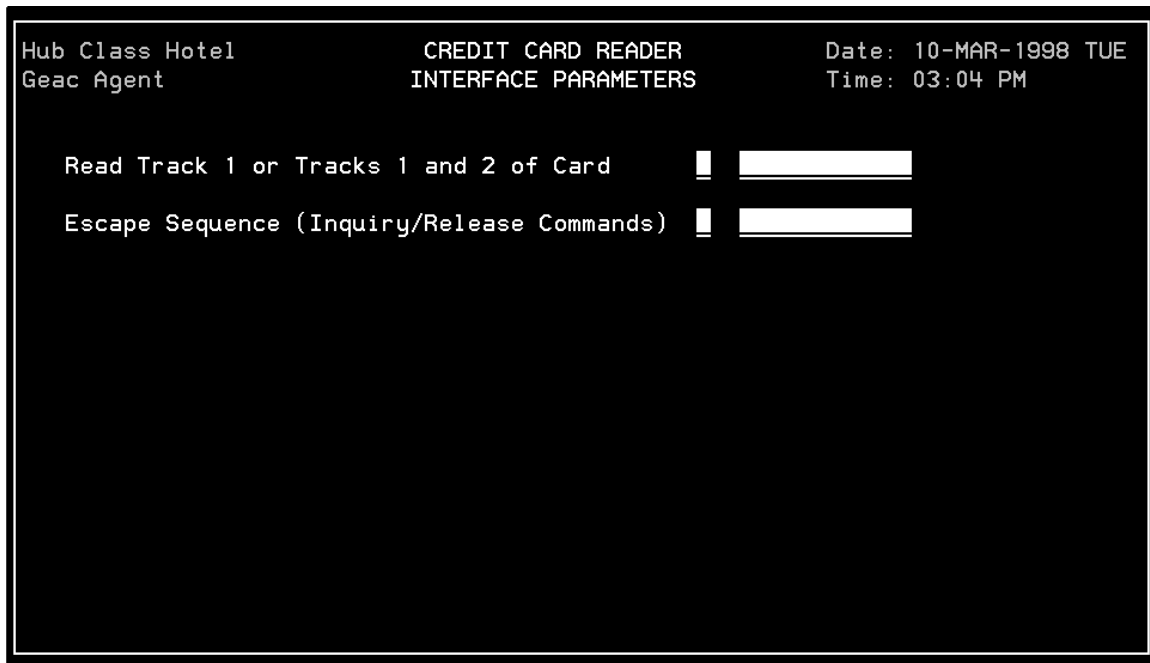
A

Complete The Credit Card Reader Parameter Window

1.   From the Main Menu, select Database Maintenance Menu
2.   Select Interface Menu
3.   Select Credit Card Reader (CCR)

4. Select Parameter Maintenance
5. Complete the fields as listed on the following page

   Note: The screen synonym is "ccrpram"

```
Hub Class Hotel              CREDIT CARD READER        Date: 10-MAR-1998 TUE
Geac Agent                 INTERFACE PARAMETERS        Time: 03:04 PM


     Read Track 1 or Tracks 1 and 2 of Card      ▊ ▁▁▁▁▁▁▁▁

     Escape Sequence (Inquiry/Release Commands)  ▊ ▁▁▁▁▁▁▁▁
```

Figure 3 – The Credit Card Reader Parameter Screen

- **Read Track 1 or Track 1 and 2 of Card –** Select "**2**" so that we can read both magnetic tracks on the card.
- **Escape Sequence (Inquiry/Release Commands) –** Select "**I**" to set both inquiry and release commands.

Complete The Port Master Maintenance

Within the application is a table that defines characteristics for each terminal port such as terminal location, port identifier, default printers, and whether a card swipe is attached to the terminal. In order for the swipe reader to be recognized as attached to the terminal it must first be defined. This is done through the port master maintenance screen.

1. From the Main Menu, select Database Maintenance Menu
2. Select Security Menu
3. Select Port Master Maintenance
4. Press the [Enter Query] and [Execute Query] keys to bring up the terminals.
5. Using the up and down arrow keys, locate one of the terminals with a card swipe.
6. Type "Y" in the Card Reader field.
7. Using the up and down arrow keys, locate the next terminal with a card swipe and so on and so on.
8. Each terminal may need to be log out of the system and back in before the settings take place.
   Note: The screen synonym is "pmmaint"

Modify Settlement Codes For Credit Card Reader

There is a card reader enabled field in the settlement master that can only be accessed when the CCReader software has been installed. For the swipe readers to work, the field in each credit card profile must be set to yes.

1. From the Main Menu, select Database Maintenance Menu
2. Select Settlements
3. Press [List Values] to list the credit cards.
4. Select the first card and press the [Enter] key or left arrow key until reaching the Card Reader En...
5. Type "Y' to
6. [Quick] into ....ot says "Y" as well
7. Repeat the
   Note: The

Test The Swip

It is very impor... the
instructions we..o not
work. See the ....ard swipe
that does not work.

1. Go to Regi
2. Check the
3. Press the [....wipe
   screen.
4. Gently and
5. Press the [
6. The green .... (in all
   caps) shou
7. Press [Cle

Trouble Sh

Problem 1: Ev ....t card
information".
Solution: Th ....etup of
parameters or ....er setups
were complete ....ainst
Figure 2. Whe .... the
adapter from t ....ay need
to be changed ....the most
common switc ....y, then
reset the swipe ....to its
original setting ....e
otherwise it do ....ks.
HINT: To esta ....creen and
look at the sett

Pack B -Switch 4
Escape Sequence

+/-   I / R   B

Pack A - Switch 1
Baud Rate

19200   9600   A

Pack A - Switches 4 & 5
Parity

Parity enabled   Parity disabled

odd   even   1   0   A
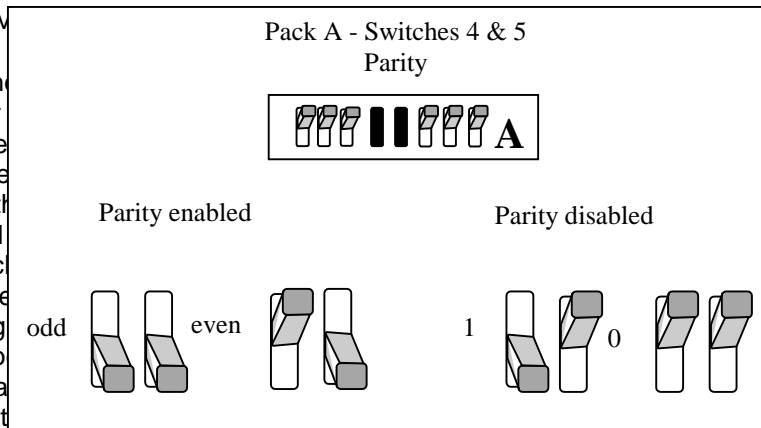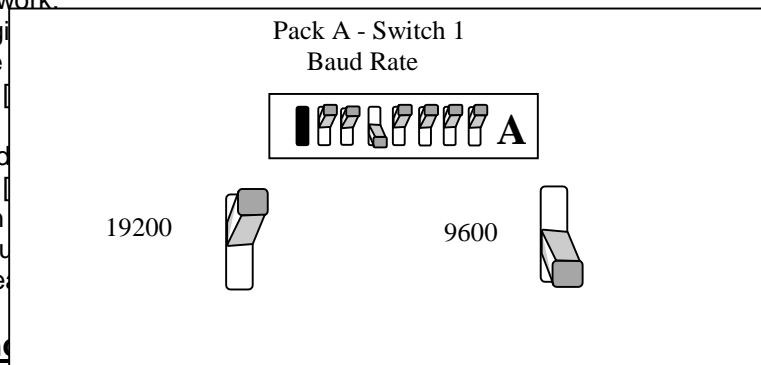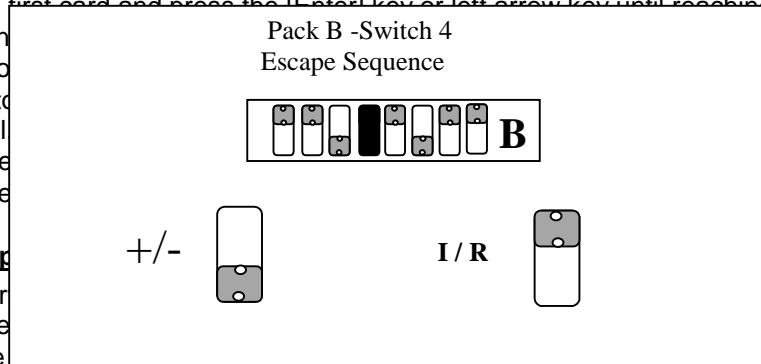
Problem 2: I'm not getting any response at all from the card swipe.
Solution: Make sure that the swipe is receiving power. The power adapter should be plugged into the swipe and into the wall's power outlet. A green light is the indication that power is being received. If power is being received but there is still no response, follow the solution from "Problem 1"

Problem 3: I get a red light when I swipe the card and the message "Can not read card. Please try again, enter card info or return".
Solution: The card may have been swiped too harshly or too fast or slow. Try swiping the card again. This time, a little gentler and more evenly. Also, some card magnetic strips are too worn down for the swipe to read. Try a different card to make sure this is not the reason. If still getting a red light, try another swipe, as this one may be faulty.

Problem 4: Some cards swipe, while many do not. How can I figure out why some cards failed?

Solution: First, notice any consistency in the type of card that keeps failing. If such a consistency exists, go into the settlement screen for that card and make sure the "Card Reader Enabled" field is answered "Y". (See Step 5 for more info). If there seems to be no consistency in the card types, run the "Credit Card Reader Exception Report". This is located in: Database Menu - Interface Menu – Credit Card Reader menu – "Exception Report". The synonym for the report is "ccrex". Also, be sure the report is placed in the night audit (part 5 next to the other exception reports) so it may be referred to it as needed.

Problem 5: The card swipes connected to the PC's on the network work.
Solution: The PC must be a serial connection, not a network connection to support a card reader. This means the PC must be hooked up through the com port and to the mux, or through a DTC.

The card reader works off of the address set in the DTC for the PC. This same address must be set in the Port Master Maintenance screen in order for the swipe to be detected. To get the address, use the F1-H-C combination to locate it or, log in as eci on the PC and type "tty". Type the address in the first field on the Port Master Maintenance screen.

Note: A DB9 to DB25 converter must be plugged DIRECTLY into COM1 on the PC the swipe is being installed. Do not use an extension cable. The Geac application works just fine, but the info from the swiped card is not sent to the application.

The DB9 side of the converter plugs into COM1, and the male DB25 on the Y cable plugs into the DB25 side of the converter. The DB9 on the Y cable attaches to the DB9 on the card swipe. The final DB25 left on the Y cable is connected to a DB25 connector that should be pinned as 2-Black, 3-Green, and 7-Yellow. Attached to this connector is a cat 5 cable that runs to the mux board or DTC.

Managing Printers In The Application
The scheduler can be started, the printers can be enabled and disabled and print jobs may be canceled from the application. To do this:
1. Select the following Menus to reach the Device Administration screen:
    - Database Maintenance
    - Spooler Menu
    - Device Administration
2. Upon entering the screen, the system displays the status of the scheduler.
3. To alter the status of the scheduler, press [Actions] and select the appropriate option.
4. To see a list of devices (printers) and their statuses, just press [Enter].
5. To change the status (i.e.: enable, disable, accept, and reject) of one of the printers, simply place the cursor on that printer and press [Actions]. Then select the appropriate option.
6. To view the print jobs for a specific printer, place the cursor on the printer and press [Enter]. Use [actions] to cancel the print jobs.

Pinouts For Printers

HP LaserJet 4 or 5 Printer

Connector to use: **RJ-45 to DB-9 male**

Connector wire color	Pinout
Green (5th wire)	2
Black (3d wire)	3
Yellow (6th wire)	5

HP LaserJet 4 or 5 Printer - On a DTC

Connector to use: **RJ-45 to DB-9 male**

Connector wire color	Pinout
Blue (1st wire)	2
Black (3rd wire)	3
Yellow (6th wire)	5

HP LaserJet 4000 Printer

Connector to use: **RJ-45 to DB-9 male**

Connector wire color	Pinout
Black (3rd wire)	2
Green (5th wire)	3
Yellow (6th wire)	5

HP LaserJet 4000 Printer - On a DTC

Connector to use: **RJ-45 to DB-9 male**

Connector wire color	Pinout
Black	2
Blue	3
Yellow	5

Creating Batch Reports

Create the batch setup in the Application
1. From the main Menu, select Database
2. Select Spooler
3. Select Batch Definition
4. Complete the prompts as follows:
   - **Batch Code:** Make up a code that best describes how the reports are used (i.e.: fire or backup). **NEVER** name the batch using a synonym that already exists, like "res". This may cause unimaginable troubles!
   - **Local:** y (for yes)
   - **Audit Report:** n (for no)
   - **Batch Description:** Make up a description (i.e.: Emergency Reports or System Backup Rpts)
   - **Hotel Number:** The system automatically defaults to the hotel number
   - **Major Class:** Leave this field blank
   - **Spooler Description:** Leave this field blank
   - **Printer:** Type the name of the printer to which the reports WILL ALWAYS print. Add the reports to be included in the batch. Complete the prompts as follows:
   - **Seq:** Type a number (must be an odd number between 11 and 99)
   - **Process:** Type the process code of the report to print be printed. [List Value] may be used to view the options.
   - **Description:** The full name of the report is automatically entered here.

```
El Conquistador              BATCH DEFINITION         Date: 13-DEC-1997 SAT
Stephanie - Geac                                      Time: 01:04 PM


         Batch Code          bu          Local Y      Audit Report N
         Batch Description   System Backup Reports
         Hotel Number            498 Sheraton El Conquistador Resort &
         Major Class
         Spooler Description
         Printer             FORPT  FORPT

         Seq  Process Code    Description
         11   rmstat          Room Status Report
         13   rmstat          Room Status Report
         15   rmstat          Room Status Report
         17   exparvl         Expected Arrival Report
         19   expdept         Expected Departure Report
         21   resguest        Inhouse Guest List
         23   phreflis        Telephone Reference List Report
         25   postaudt        Room Posting Audit Report
         27   brchart         Blocked Room Chart
```

Complete the "Process Maintenance" screen

1. From any Enter Selection field, type "pb"
2. Complete the prompts as follows:
   - **Process Code:** Type the batch code previously created
   - **Sys:** fd (for Front Desk)
   - **Type:** bat (for batch)
   - **NA:** n (for no)
   - **Run Ord:** n (for no)
   - **Executable Screen:** Type the following path: /eci/dev/sct/spl/runpic
   - **Description:** Type the same description created in the batch setup.
     When done, press the [Exit] key to save. Yes [Exit], the function keys are screwy
     in this screen). If an error is made, [Cancel] works like [Clear].

```
EI Conquistador            Process Maintenance        Date: 13-DEC-1997 SAT
Stephanie - Geac                                      Time: 01:05 PM

Process              N Run      Executable
  Code    Sys  Type  A Ord       Screen              Description
bu        FD   bat   N  N   /eci/dev/sct/spl/runpic  System Backup Reports
```

Add the new batch code to the proper Category Code

In order to access the batch created, it must be added to one of the category codes that is part of the user's security.
1. From the Main Menu, select Database
2. Select Security
3. Select Category Maintenance
   - When creating a backup batch, it is recommended to add it to the "GEN" category so all agents have access to it.
   - It is also recommended to add it to the ECI category for support purposes.

Run the batch report

1. To run the batch manually, type the code created in any Enter Selection field.
2. A report screen appears with the description created earlier in the middle of the screen.
3. Complete the report prompts as usual. Please note that regardless of what printer was chosen, the batch always prints to the printer added in the batch setup.

Setting Up Agent Maintenance

1. From the main menu, select Database Maintenance Menu
2. Select Security Menu
3. Select Agent Maintenance.

```
FO/AR Seminar Hotel          AGENT MAINTENANCE        Date: 14-JUN-1999 MON
Geac Customer Support                                 Time: 04:40 PM

        Agent ID            [_____]

        Agent Name          [_____]
        Login System        [_][_____]
        Login Hotel         [___][_____]
        Login Password
        Execute Password
        Home Phone          [_____]
        Work Phone          [_____]

    _____

      Employee Information            Hotel Security

      Deposit Box Assign              A/R Security

      Security Flags                  Screen Run Order
```

4. Complete the following prompts to create a log in:
   - **Agent ID** - Type the code the agent uses to log into the system. This is an alpha-numeric field which can accommodate from one to eight characters.
   - **Agent Name** - Type the name of the agent as it should appear on the screen. The name here are displayed on the top left hand side of the system when that agent logs in as well as on every report they run.
   - **Login System** - Press [List Values] to view the following choices:
     - **AR: Accounts Receivable** - Select this option when the agent should automatically be at the Accounts Receivable Main Menu upon login.
     - **FD: Front Desk** - Select this option when the agent should automatically be at the Front Desk Main Menu upon login.
   - **Login Hotel** - Press [List Values] to view the hotels that are built on the system. Select the hotel the agent to automatically be at upon login.
   - **Login Password** - Type the password the agent should use to log into the system with. This is an alpha-numeric field which can accommodate from one to eight characters, including symbols such as the star (*).
   - **Execute Password** - There are areas in the system, which can be set to restrict agents from overriding or changing information. In order to make the change; the agent needs an executable password. Type the password the agent should use in order to override. If the agent should not have the security to override, do not enter a password. This is an alpha-numeric field which can accommodate from one to eight characters, including symbols such as the star (*).
   - **Home Phone** - This field is optional. If desired, type the agents home phone number here.
   - **Work Phone** - This field is optional. If desired, type the agents work phone number here.

5. Complete the following prompts to designate access into the system:

- **Employee Information Window** – This is an optional window in which the agents Employee Number, Title, Department and other information can be recorded. One requirement of this window is the Housekeeping field. This must be completed (use [List Values] to select the appropriate choice). Type "R" for Room Attendant or "S" for Supervisor. With the supervisor code, the agent is able to change room statutes (i.e. from vacant/dirty to vacant/clean).
- **Deposit Box Assign Window** – Use this window to assign a deposit box to the agent. This removes the box from the list of available ones for use by guests.
- **Security Flags Window** – Press the down arrow to add a list of all hotels the agent should have access to. While the cursor is on the hotel number, press the [Next Block] key to assign the level of security the agent should have to each of the listed actions. Choices include:
  - **N=Not Allowed** – The agent can not perform this task at all.
  - **L=Login Password is Enough** – If the agent can login, than they can do the task.
  - **E=Execution Password Required** – The agent must use their executable password to perform this task.
- **Screen Run Order Window** - Use this window to set up default screen run orders. This takes the user through the different windows in Check out as well as reservation and registration. Press the [Quick] key and [SR] to get to the default screen run order window. Using the down arrow selects the hotel and then press [Next Block]. Next select the main screen to set the default in and the function if needed.
  - **Main screen**
    chkout - Guest Checkout
    newrr - Reservation/Registration Screen
  - **Function**
    A = Register - After Room Assign
    B = Register - Before Room Assign
    N = New Reservation
    S = Share With/Travel With
    W = Wait List
    C = Commence

  Then select the order in which the screens are to appear. Remember to leave room in between just in case a window needs to be inserted at a later date. For example, 10, 20, 30, etc. The abbreviation for the quick window is needed next, i.e. SE= Settlement. The data only column is only prompted when windows such as "Guest Message" are used. If answered "Y"] the window only appears when there is data, and if [N] is answered the window is automatically in the run order.
- **A/R Security Window-** Press the [Quick] key and type "AS" to access A/R Security, then use the arrow keys to select the Accounts receivable needing to give security. Press the [Next Block] key to the category and category description block. In this block the category needs to be inputted, press the [List Values] key and select from the list.
  Note: Within Geac the different screens have names called synonyms. For example the expected arrival report's synonym is exparvl. This synonym is attached to the category FDRPT. Then the category is attached to the agent. In order for an agent to have security, they must have the category attached to their agent login. Since Geac was designed to have an A/R menu and a Main Menu a user can have access to either or both.
- **Hotel Security Window** - Press the [Quick] key and [HS] to access hotel security, then use the arrow keys to select the hotel needing to give security. Press the [Next Block] key to the category and category description block. In this block the category needs to be inputted, press the [List Values] key and select

from the list. In order for an agent to have security, he must have the category attached to the agent login.

Note: It is important to remember that agents need to have security set up specifically for each hotel. Their access to the different hotels can be the exact same or completely different.   While in the hotel or A/R security screens use the arrow keys to see the different security between hotels. As the arrow keys move the categories change with respect to the different hotels or A/R. The login column inside the hotel and A/R security screens defaults the agent to be automatically logged into. By changing it in the column it also changes it in the Agent Maintenance screen under login hotel as well as login system.

Resetting The Internal Modem

All new installs have internal support modems (the phone cable goes from the wall directly to the back of the CPU). Sometimes, the modem needs to be reset in order for a Geac representative to dial in to assist with questions.

1. Log in as root
2. Type the following command which deletes the uugettty for inittab and kill the uugetty :dialin disable
3. Press the [Enter] key
4. Type the following command which creates the uugetty in inittab and start the uugetty: dialin enable

Resetting The External Modem

Many sites are also supplied with an external modem. This modem is really easy to reset! Only turn the power off and back on, on the modem. (We like those instructions!)